

DDS EMPLOYEE NEWS

Governor M. Jodi Rell

Commissioner Peter H. O'Meara

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Spring Supervisor Certificate Program Underway

Commissioner Peter H. O'Meara and Deputy Commissioner Kathryn du Pree were on hand to kick off the Spring 2008 Supervisor Certificate Program on March 4, 2008 at Central Connecticut State University. The exciting new program was developed to support new supervisors in the agency.

Candidates for this program must be recommended by their supervisor or manager and selected by their Regional Management Teams. The Spring 2008 participants represent a cross section of the Department of Developmental Services (DDS) Divisions including: Public Programs, Business Office, Human Resources and Information Technology from all regions and central office. To receive a Certificate of Completion, candidates must complete Ethics and College of Direct Support (CDS) online modules in addition to five days of core program modules in the areas of Self-Awareness and Supervision, Ethics, Work Culture, Effective Problem Solving, Effective Communication, Leading the Difficult Employee, Evaluating Work Performance, Recruitment and Selection of New Employees, Sexual Harassment Awareness and Prevention, Affirmative Action and Equal Opportunities for Supervisors, and FMLA/ADA/EAP/Workers' Compensation and The Successful Leader.



Please speak to your supervisor or manager if you are interested in attending the Fall 2008 session. For more information on the program contact Lidia Gomes at (860) 418-8713 or lidia.gomes@ct.gov.

Thank You - 2007 TOYS FOR TOTS DRIVE was a SUCCESS!



The clients and staff of Little Meadow Road group home would like to thank everyone who donated this past holiday season to their annual Toys for Tots Drive. Because of your generosity, they collected close to 100 toys this year!

Also, a special thanks to staff Charlene Webb, JoAnn Jones and Arlene Kneiss, who threw a Saturday evening party to boost the toy collection. Folks from Seramonte apartments and Ridge Road group home came out to Guilford and enjoyed a buffet dinner and a visit from Santa. Everyone left happy with wonderful memories, gift bags and cookies! All did a great job! Thanks again.

Nurse of the Year

The Department of Developmental Services (DDS) Regional Public Service Nursing Directors will be accepting nomination forms for the 2008 Nurse Recognition Awards through the close of business on Monday, March 31, 2008. Just a reminder to send your nominations to the following employees:

North: Naida Arcenas

South: Betty Zoubek

West: Terri Burke

STS: Donna Delpo

The nomination forms can be located on the DDS website front page under Latest News.

Language Line Services—What is Language Line and who should use it?

The Department of Developmental Services (DDS) is committed to providing services in a fair and culturally competent manner to enhance community involvement and participation of the individuals and families we serve. DDS has contracted with Language Line Services to provide interpretation for our consumers and their families to bridge the communication gap.

Alice Ridgeway, Program Manager for the Birth to Three System, Quality Assurance Division, uses Language Line Services for all of her interpretation needs. She is quite happy with the service and states, “There is nothing like the relief of getting a message on your voicemail in Portuguese and knowing, I can handle this. I just called Language Line, got the interpreter ready, flashed over to the voicemail system, flashed the interpreter back into the call and played her the message! It was great. Now even I can play multi-lingual phone tag.”

As a leader in over-the-phone interpretation, Language Line supplies its customers with over 170 languages and dialects from Arabic to Vietnamese. This service is available 24 hours a day, 7 days a week, 365 days a year. In over-the-phone interpretation, Language Line Services interpreters listen to limited English speaking customers and their families, analyze the message, and accurately convey its original meaning to staff and vice versa. Consumers and families with limited or non-English speaking abilities may call DDS to connect with a staff member, and quickly be connected to a two-way conversation with an interpreter.

Take it from a fellow co-worker, the service is a great tool, the Language Line staff is friendly and helpful, it takes 30 seconds to connect to an interpreter, and the service is available. DDS encourages all staff members to utilize Language Line Services to effectively communicate with our consumers and their families. If you have any questions regarding this service or need training on using Language Line, please contact Lorna Reid at 860-418-6022.

To read more on Language Line Services please visit them on the web at www.LanguageLine.com or call 1-800-821-0301 to hear a demonstration.

Department of Developmental Services

www.ct.gov/dds

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West Region: 203-805-7400 ♦ Southbury Training School: 203-586-2000

DDS Employee News Contacts

Central Office: Joan Barnish, Dianne Gill ♦ North Region: Linda Schaefer ♦ South Region: Jolie Crescimano-Goss

West Region: Eunice Rivera ♦ Southbury Training School: Kathie Logan

Employee Assistance Program (EAP)

www.solutions-eap.com ♦ 24/7 Assistance ♦ 1-800-526-3485

Questions?

E-mail: Joan Barnish, Director of Communications ♦ joan.barnish@ct.gov or call 860-418-6044

WWW.CT.GOV/DDS